



County of Orange

VOLUNTEER UTILIZATION

2004 ANNUAL REPORT

"Volunteer organizations and the efforts of the volunteers who power them have played an important role in meeting the needs of urban and rural communities since our Nation was founded. Americans who are volunteering today are part of a long tradition of volunteer service that is part of the fabric of the history of the United States. The work of volunteers safeguards our communities, provides clean and accessible parks and open spaces, and helps children, the elderly, the hungry, the homeless and others at risk or in need."

John Bridgeland, Director
USA Freedom Corps

Information contained in this report has been gathered from 60 survey responses submitted by County agencies and departments. The surveys provide detailed information regarding volunteer, student intern and reserve utilization within a variety of County programs during calendar year 2003.

2003 Volunteer Contributions

During calendar year 2003, 26,569 individuals contributed 931,991 hours as volunteers, unpaid student interns or Sheriff/Park Ranger Reserves within 17 County agencies and departments. The value for this service is estimated at \$25,353,214 in avoided costs for County government.

Comparison of 2003 Volunteer Contributions with Previous Years

Overall, volunteer involvement in County programs has remained consistent with an increase in the number of volunteers during 2003. The statistical information listed below compares data submitted for the past three years.

	2001	2002	2003
Number of Volunteers	20,544	24,111	26,659
Volunteer Hours	927,058	1,086,725	931,991 *
Estimated Avoided Cost for County Government	\$28,537,029	\$24,733,118	\$25,353,214 *
Utilization of Volunteers, Students Interns or Reserves	17 agencies and departments	17 agencies and departments	17 agencies and departments

* Slight reduction in volunteer hours from 2002 consistent with national trends, which show an increase in volunteers and decrease in time available to volunteer.

* Slight reduction in value from 2001 due to fewer hours submitted for professional-level volunteers.

Average Hourly Dollar Value of Volunteer Service

The estimated dollar value of volunteer service varies from department to department and takes into consideration the salary range for similar duties/responsibilities within the paid workforce. Examples of the average hourly value for several volunteer categories are listed below:

Student Intern - \$17.04	Sheriff Reserve - \$58.90
Mentor for At-Risk Youth - \$16.54	Literacy Tutor - \$35
HBP Docent - \$19.11	Animal Care Center Volunteer - \$15
Radio Amateur Civil Emergency Service Volunteer - \$21	

Professional-level volunteers were also listed with an average hourly value of \$50.18. This category of volunteer combines professional expertise with volunteer activities. For example, a dentist volunteers each month at a dental clinic, a professional musician provides clients with free music lessons or a graphic designer volunteers to design a recruitment brochure.

Volunteer Involvement on County Boards, Committees and Commissions

Additional volunteer hours not calculated in the above totals include involvement by individuals serving on numerous County boards, commissions, councils and committees. Statistics submitted by the Clerk of the Board for the Assessment Appeals Board and by the Office on Aging for the Senior Citizens Advisor Council illustrate the service provided at this level. During 2003, 20 Assessment Appeals Board Members and Hearing Officers contributed 3,256 volunteer hours valued at \$325,600 in avoided costs. The 46 Senior Citizens Advisor Council members contributed 6,850 hours valued at \$554,850 in avoided costs.

Funds Raised for County Programs through Volunteer Efforts

In addition to contributing their time and talents, volunteers successfully generated cash and in-kind donations for County programs. During 2003, reported in-kind donations were valued at \$1,591,861 and cash contributions totaled \$976,893. In comparison, the 2002 in-kind donations and cash contributions totaled \$1,128,488 and \$837,330 respectively.

Agency and Department Volunteer Utilization

The following County agencies and departments utilized volunteers, unpaid student interns or reserves during calendar year 2003:

Auditor-Controller	John Wayne Airport
Child Support Services	Orange County Public Library
Community Services Agency (<i>currently HCS</i>)	Probation Department
County Counsel	Office of the Public Defender
County Executive Office	Resources & Development Mgmt.
Office of the District Attorney	Registration and Elections
Health Care Agency	Sheriff-Coroner
Housing & Community Development (<i>currently HCS</i>)	Social Services Agency
Office of the Treasurer-Tax Collector	

Volunteer Duties and Responsibilities

Volunteers working within County agencies and departments participate in a full range of activities, from policy formulation and advice to program delivery. General duties and responsibilities are listed below, and specific duties identified by each agency and department are described at the end of this report.

County of Orange Volunteers:

- Serve on boards, committees and commissions
- Supplement law enforcement programs
- Support professional or para-professional personnel
- Help maintain and preserve County parks, facilities and historical sites
- Assist Animal Care Center staff
- Perform routine chemical analysis and process laboratory samples
- Counsel, mentor and advocate for adults, at-risk youth, the homeless and families in crises
- Provide medical, dental and legal services
- Act as conflict mediators
- Stock and maintain libraries and mend books
- Tutor adults in reading and writing skills
- Provide legal and administrative research and analysis
- Interact with youth in recreational activities
- Conduct surveys and revise and summarize documents
- Offer computer, technical and professional support
- Provide public safety assistance and disaster service support
- Conduct educational lectures and tours
- Greet the public and provide information
- Staff special events and assist with fund raising

Expected Commitment Level for Volunteers

Individuals, families or groups volunteering with the County are offered opportunities of varying commitment levels. Whether someone is busy raising a family, involved in a career, attending school or retired, the County has volunteer opportunities that fit most any schedule.

Some activities require a one-day commitment of just a few hours such as sorting toys at Social Services Agency's Operation Santa Claus. A more intense commitment is required by Health Care Agency's CYS – Project Together which asks volunteers to work two to four hours per week for a minimum of six months. Volunteer Probation Officers are required to serve a minimum of one year. John Wayne Airport Tour Guides are asked to conduct two to four tours per month. College students completing internships are expected to work ten to twenty hours per week from three to twelve months. According to survey respondents, many volunteers continue with programs far beyond the initially agreed upon commitment.

One final example further illustrates the varying levels of commitment that County volunteers fulfill. The Sheriff's RACES program requires volunteers to participate in one classroom training per month. There are also quarterly field exercises, weekly radio nets, ongoing projects and County-sponsored drills and exercises. RACES volunteers are on call 24 hours a day, seven days a week for emergency response.

Impact of Volunteer Service within County Offices and within the Community

Survey responses identified several very positive and unique impacts resulting from volunteer involvement. In general, volunteer, intern and/or reserve support freed up time for managers and staff to concentrate their efforts on higher-level projects and assignments, resulting in a reduction of time spent by employees on routine tasks. A few of the more specific impact statements are listed below:

DA Sexual Assault Unit – *“Interns have been instrumental in the organization and cataloguing of dozens of serious felony cases that are document-intensive. Their labor saves valuable time for the attorneys, investigators and clerical staff who access the information.”*

HCA CYS-Project Together – *“When a volunteer mentor becomes an integral part of the child's treatment team, the CYS treatment plan can be significantly improved. As a result, the chances of the child being placed outside the home are greatly reduced.”*

HCS Human Relations Commission – *“Our volunteers are the backbone of our court and community mediation program. We could not provide dispute resolution services at the level that we do in the courts and in the community without volunteers.”*

HCS Office on Aging – *“During 2003, volunteers provided 1,381 follow-up phone calls to clients and caregivers. They participated in community outreach to more than 2,000 individuals.”*

OCPL – *“Library volunteers are part of the Library's circle of influence. They improve, enrich, and support what we do, and they help promote library services and programs.”*

Probation (VIP) – *“Probation volunteers dedicate thousands of hours each year as role models, mentors and tutors for delinquent minors struggling to be successful in their lives.”*

Public Defender – *“Student interns help increase the quality of service provided to clients and the public.”*

Sheriff-Coroner RACES – *“Through volunteer involvement, RACES implemented a program to support OC Fire Authority by conducting radio coverage tests on Ham and Public Safety radio systems during ‘Red Flag’ weather conditions.”*

Sheriff-Coroner Correctional Programs – *“Each week, approximately 220 volunteer groups provide Religious Services, Bible Studies, Pastoral Counseling, Twelve Step Programs and Literacy Tutoring to inmates in five jails.”*

Sheriff-Coroner Forensic Science Services – *“The student intern program is providing the assisted manpower to help the division create and maintain real, applied science, daily-use methodologies that meet national standards and can be integrated into routine casework.”*

SSA CalWORKs/Family Self Sufficiency – *“The use of interns as case managers allows the agency to play an important role in the development of the next generation of helping professionals.”*

“Volunteers assisted in implementing a pilot program intended to achieve one of the goals in the Agency’s Business Plan.”

SSA Children and Family Services – *“Interns provide assistance and relief to the social work staff by taking on assignments of five to six cases from high caseloads. Their help has been pivotal, especially at a time when the agency is unable to hire new staff because of the budget climate.”*

Volunteer Recognition, Awards and Accomplishments

County of Orange volunteers, student interns and reserves were recognized throughout 2003 for their outstanding service. Several accomplishments credited to County volunteers are listed below:

Countywide

- Forty honorees were selected for recognition by the Board of Supervisors during the Seventh Annual Countywide Volunteer Recognition on April 30th.

Health Care Agency

- Tobacco Use Prevention Program volunteer Stephanie Barger was recognized during the Volunteer Center’s “Spirit of Volunteerism” awards luncheon.

Office of Protocol

- Protocol Foundation volunteer Wayne Wedin was recognized during the Volunteer Center’s “Spirit of Volunteerism” awards luncheon.

Office on Aging

- Frank Sun was selected for the Vision in America Award.
- The Council on Aging was selected by the National Association of Counties (NACo) for the 2003 Acts of Caring Awards.
- Bill Bernard received the AARP Volunteer Leadership Award.
- The California Parks and Recreation Society awarded Tai Nguyen a scholarship for Students in Gerontology.

Orange County Public Library

- The READ/Orange County Families for Literacy program was selected by the National Association of Counties (NACo) for the 2003 Acts of Caring Awards.
- A READ/Orange County participant received Honorable Mention in the National “Writer to Writer” contest and was awarded the Henry Huffman Leadership Scholarship.
- The Orange County Public Library sponsored the Annual Friends Appreciation event, selecting one volunteer for the “Best Friend” Award.

Probation Department

- The Probation Community Action Association (PCAA) was selected by the National Association of Counties (NACo) for the 2003 Acts of Caring Awards.
- PCAA Board member Johanna Townsend was recognized during the Probation Awards Night at Edison Field.
- Volunteer Probation Officer Wayne Buser was selected by the Chief Probation Officers of California (CPOC) for the Tim Fitzharris Award.
- Volunteer Probation Officer Don Stoff was selected by the Newport Beach Mariners Club for the organization’s Excellence Award.
- The Orange County Probation Department recognized the following Volunteer Probation Officers (VPO) through the Historical First Decade of VPO Service program: Tom Phillips, Kim Modrich and Paul Lopez.
- Volunteer in Probation Maria Solis-Martinez received the Women of Distinction Award from the Soroptimist International of Irvine.

Resources & Development Management Department

- A Watershed and Coastal Resources volunteer was nominated for the Athena Award for volunteer service in Orange County.
- RDMD/HBP volunteers Mark Lucero and Melody Friend were recognized during the Volunteer Center’s “Spirit of Volunteerism” awards luncheon for their efforts at Caspers Wilderness Park.

Sheriff-Coroner

- Radio Amateur Civil Emergency Service (RACES) volunteer Jim Carter was recognized during the Volunteer Center’s “Spirit of Volunteerism” awards luncheon.
- Nine students representing IMPACT, a youth volunteer program through Drug Use is Life Abuse; Project 999 (DUILA), were selected to attend a national conference in Washington D.C. Seven of the students were asked to speak at the conference.
- Police Auxiliary Citizens Team volunteer David Graham was recognized as the Laguna Niguel Citizen of the Year.
- The Sheriff’s Explorer Post 449 received first, second and third place trophies during a national competition with other Explorer Posts.

- Two Explorer Post members received the Learning for Life scholarship awards known as the Spurgeon Award.
- Reserve Captain John DeGidio was selected for the department's Gold Star Award in September 2003.

Social Services Agency

- The Child Abuse Services Team received the Prevent Child Abuse Orange County/Raise Foundation Advocate of the Year Award.
- The University of Southern California presented Children and Family Services with the "Agency of the Year" Award for preparing MSW student interns for the challenges and changing demands of the social work profession.
- California Senator Dick Ackerman's office awarded certificates of recognition to Orangewood Children's Home volunteers.

Factors Impacting Volunteer Participation

Survey respondents noted that volunteer participation is enhanced when staff is assigned to develop volunteer opportunities, recruit candidates, train and supervise volunteers and monitor outcomes. Respondents also indicated that recognition of employee efforts in managing volunteers is an important component in maintaining successful programs and expanding volunteer involvement.

Several factors that impact the level of volunteer utilization within agencies and departments are listed below:

- Availability of workstations for volunteers and access to computers;
- Restrictions on volunteer placement related to client confidentiality;
- Limited timeframes in which volunteer hours can be scheduled at County offices that often exclude weekend and evening hours;
- Staff time required for training and ongoing supervision of volunteers, especially short-term volunteers;
- Lengthy screening process for new volunteers;
- Consistent availability of projects/assignments/activities for volunteers once they are placed;
- Risk management issues related to liability, workers comp and accidents; and
- Restriction of volunteers from driving County vehicles.

Conclusion

Results gathered through the Countywide survey provide a general picture of volunteer participation during calendar year 2003 and demonstrate the array of options available for citizen involvement. The information serves as a baseline in considering the development of new opportunities or the expansion of existing programs. The data also assists in identifying issues that impact volunteer utilization. Overall, volunteers have a very positive impact on County government. While they do not replace employees, volunteers

are able to supplement the County's wide range of technical and professional services and meet needs that would otherwise remain unmet.

Several California counties including Los Angeles, San Diego, Riverside, San Bernardino, Marin and Sonoma were contacted regarding volunteer utilization within their regions. Orange County compares favorably with other counties in both volunteer usage and the innovative options offered citizens wishing to volunteer their time, talents and expertise to local government. Statistical information for Los Angeles, San Diego and Sonoma Counties is listed below. More detailed information is available on each county's Web site.

County	Population	Number of Volunteers	Value
Los Angeles	9,824,800	47,000	\$62,000,000
Orange County	2,939,500	26,659	\$25,353,214
San Diego	2,918,300	16,664	\$24,109,539
Sonoma	471,000	2,071 individuals & 15 groups	\$2,500,000

In conclusion, the County of Orange continues its long-standing commitment to partner with local residents in meeting community needs through volunteer involvement.

During 2003, County of Orange volunteer programs:

- Promoted citizen involvement in local government;
- Created a sense of participatory democracy;
- Built connections and partnerships within the community;
- Prepared high school and college students for higher education and future careers;
- Enhanced the quality of life and extended services for local residents;
- Provided opportunities for community stewardship; and
- Nurtured positive community relations.